ASAP Users Survey

Name: _____

Organization: _____

Phone Number: _____

Email Address: _____

Type of User: Federal Program Agency
               State
               University/College
               Non-Profit
               Indian Tribal Organization
               Other _____
                    (specify)

Currently, the Automated Standard Application for Payments (ASAP) system is located on a mainframe at the Federal Reserve Bank of Richmond (FRB). Based on our customer needs and in keeping up with technology, Financial Management Service (FMS) and the FRB determined that it was necessary to rewrite the entire system to accommodate point and click technology, Internet-based language, and easier enhancements through client-server configuration. This new system will be called ASAP.gov.

The FRB and FMS are in the requirements gathering phase of the system design. Your input to the survey below will provide us with valuable information regarding the requirements and suggestions we should include in the new system.

General (All Users)

1.   How do you access ASAP?

      CQ3270 Software   Passport Software (DOS Version)
      Passport Software (Windows DOS Version)   Other _____
                                              (specify)

2.   Overall, how would you rate the ASAP system?

      Very Good   Good   Somewhat Good   Not Good

3.   How often do you access ASAP?

      Daily   Weekly   Monthly   Quarterly   Annually

4.   How often do you draw funds?

    Daily   Weekly   Monthly   Quarterly   Annually

5.   Currently, do you have email access at work? If yes, skip to question 6.

    Yes   No   Uncertain

    5a.   If no, is it anticipated that you will have email access by:

        December 2002   No plans

6.   Do you use ASAP to track the timing of requested funds for Cash Management Improvement Act (CMIA) purposes?

    Yes   No   N/A

7.   Do you experience difficulties accessing the ASAP system? If no, skip to question 8.

    Yes   No

    7a.   If yes, do you feel it's due to the ASAP system or the results of some other source?

        ASAP   Other Source

    7b.   If you do experience difficulties accessing ASAP, how frequently does this occur?

        Every time   Sometimes   Sporadically

8.   Do you print the ASAP screens? If no, skip to question 9.

    Yes   No

    8a.   If yes, are they difficult to print?

        Yes   No   Somewhat

Notifications (All Users)

9.   Do you find the current notification feature to be beneficial?

        Yes   No

10.   ASAP is considering building in a function to email messages to let you know when your organization has notifications to view. Unread notifications are retained for 25 business days. With this new functionality in mind, is this retention time adequate? If yes, skip to question 11.

        Yes   No

        10a.   If no, how long do you feel unread notifications should be retained?

                30 Days   60 Days   90 Days

11.   Are notifications received regarding funds added to your accounts helpful?

        Yes   No   NA

12.   Aside from the current notifications that are received, would you like to receive any other notifications or modify existing notifications to add more useful information? If no, skip to question 13.

        Yes   No

        12a.   If yes, please list them.

        _____
        _____
        _____

Authorization Processing (Federal Agency Users)

13.   Is the authorization process adequate?

        Yes   No

14.   ASAP assigns a unique ID for each recipient organization. Would your agency use another identification field for the recipient? If no, skip to question 15.

        Yes   No

14a.   If yes, which would it be?

Tax ID   DUNS   Other   How long should the field be? ___ characters

15.   If your agency submits their authorizations to ASAP via batch, does the current process meet your needs? If yes, skip to question 16.

Yes   No

15a.   If no, what additional information and/or features could be beneficial?
_____
_____
_____

16.   Do you think an option to warehouse authorizations is beneficial? If yes, skip to question 17.

Yes   No   NA

16a.   If no, what additional information and/or features could be beneficial?
_____
_____
_____

17.   Would automatic annual renewal of authorizations be helpful?

Yes   No   NA

18.   Do you think the authorization certification process meets your needs? If yes, skip to question 19.

Yes   No   NA

18a.   If no, what additional information and/or features could be beneficial?
_____
_____
_____

19.   Given the policy of reviewing accounts under Agency Review every 90 days, would it be helpful to agencies to receive a system notification that the review period is approaching, as a reminder that the agency needs to assess whether to leave the account on Agency Review?

Yes   No   NA

20. Within the Agency Review process, how long should a payment request waiting for an agency to take action, be held before it get paid automatically or some other default action kick in?

    Less than 24 hours   1 - 5 business days   more than one week
    more than two weeks   NA

Payment Processing (Payment Requestors)

21. Is the payment process adequate?

    Yes   No

22. How helpful is the template feature?

    Very Helpful   Helpful   Somewhat Helpful   Not Helpful

23. Do you use the remittance based template feature?

    Yes   No

24. Would you like to see the available balance decreased on the payment request screen after you validate a payment request?

    Yes   No

25. Would you like to be able enter and maintain a unique user identifier that would be associated with the account number that the Federal Agency establishes? The unique user identifier would appear on the screen every time you make a payment request. If no, skip to question 26.

    Yes   No

    25a.   If yes, how long should the field be? ____ characters

26. Would you like to be able to copy data out of ASAP onto a spreadsheet?

    Yes   No

27. Within the Agency Review process, how long should a payment request waiting for an agency to take action, be held before it get paid automatically or some other default action kick in?

    Less than 24 hours   1 - 5 business days   more than one week
    more than two weeks   NA

Adjustments (All Users)

28. Are the adjustment features easy to use? (Negative draws and book entry adjustments)

     Yes   No

29. Would you like to be able to return funds to a Federal Agency via ASAP? If no, skip to question 30.

     Yes   No

     29a.   If yes, this would require ASAP to send an ACH debit to your financial institution bank account. Would your organization be willing to sign an agreement in the enrollment process to allow FMS to do this?

             Yes   No

Records Review (All Users)

30. Are you able to find the specific awards you need?

     Yes   No

31. Do you use ASAP to reconcile your grant award status?

     Yes   No

     31a.   If yes, is the data adequate for your reconciliation process?

             Yes   No

     31b.   If no, what additional data could assist with your reconciliation process?
     _____
     _____
     _____

Reports (All Users)

32. Is the Account Settlement Report Helpful?

     Yes   No   NA

33. Is the Report of Accounts with End Dates Report Helpful?

    Yes   No   NA

34. Is the Data Retrieval Report Helpful?

    Yes   No   NA

35. Is the Debit Voucher and Deposit Ticket Summary Report Helpful?

    Yes   No   NA

36. Is the Cash Management Report Helpful?

    Yes   No   NA

37. What other types of standard reports would you like to see in the system?

    _____
    _____
    _____

38. Do you have any suggestions to improve current reports?

    _____
    _____
    _____

39. Finally, is there any other helpful information you would like to share?

    _____
    _____
    _____

We appreciate you taking the time to provide us your input. If you have any questions regarding this survey, please contact your ASAP Customer Advisory Board representative(s) for your type of organization. See the ASAP Website, (www.fms.treas.gov/asap/cab/index.html) to find the name, phone number and email address of your representative.